

*Adopted:* 1-20-12  
*Revised:* 7-01-15

## **NEO COMPLAINT RESOLUTION POLICY**

### **I. PURPOSE**

NEO takes seriously all concerns or complaints by students, employees, parents or other persons. If a specific complaint procedure is provided within any other policy of NEO, the specific procedure shall be followed in reference to such a complaint. If a specific complaint procedure is not provided, the purpose of this policy is to provide a procedure that may be used.

### **II. GENERAL STATEMENT OF POLICY**

- A. Students, parents, employees or other persons, may report concerns or complaints to NEO. While written reports are encouraged, a complaint may be made orally. Any NEO employee, contractor, or Board member receiving a complaint shall advise NEO's Executive Director of the receipt of the complaint. The Executive Director shall make an initial determination as to the seriousness of the complaint and whether the matter should be referred to the charter school administration, MDE, or other authorities. A person may file a complaint at any level of NEO; i.e., Advisor, Executive Director or NEO board member. However, persons are requested to file a complaint at the building level of the charter school first.
- B. Depending upon the nature and seriousness of the complaint, the Executive Director or other NEO representative receiving the complaint shall determine the nature and scope of the investigation or follow-up procedures. If the complaint involves allegations of violations of the law, it will be referred to the Executive Director who shall determine the plan for fact finding and if necessary, further investigation. In either case, the Executive Director shall determine the nature and scope of the investigation and designate the person(s) responsible for the investigation or follow-up relating to the complaint. The designated investigator shall ascertain details concerning the complaint and respond promptly to the Executive Director concerning the status or outcome of the matter.
- C. The Executive Director shall respond in writing to the complaining party concerning the outcome of the investigation or follow-up, including any appropriate action or corrective measure that was taken. The NEO Board shall be copied on the correspondence and consulted in advance of the written response when appropriate. The response to the complaining party shall be consistent with the rights of others pursuant to the applicable provisions of Minn. Stat. Ch. 13 (Minnesota Government Data Practices Act) or other law.
- D. Complainants are encouraged to use the NEO Complaint Form when lodging a formal complaint. Anonymous complaints may not expect the treatment contained in this policy.

## Novation Educations Complaint Form and Instructions for Policy 103

Before filing a complaint to Novation Education Opportunities (NEO), we encourage you to contact the charter school director by phone, email or in writing. You may be able to resolve the concerns at the local level without filing a complaint with NEO.

If you are not able to resolve your concerns at the local level, the following information and form may be helpful in writing your complaint and moving towards a successful resolution.

**Your written complaint must contain the following: Basic Information:**

Current date, your name, address, email address (if applicable) and a phone number to reach you if the complaint investigator needs to ask for additional information.

Charter school name and the school's address.

**Statement of Violation:**

- State why you believe a policy, practice, or state or federal law was violated and that it occurred during the last calendar year (12 months from current date).
- Keep your focus on facts, events and people involved.
- Make a list of each violation you believe the school committed.

**Statement of Facts:**

For each violation, list the facts to support your claim.

- Describe events with specific dates, names of individuals involved or contacted and a brief description of what happened.
- Include any additional facts to support your claim.

**Proposed Solution:** Identify proposed solutions to your complaint.

- List solutions that would be acceptable to you in resolving the complaint.
- Sign and date the complaint.
- Make two (2) copies -one to keep for your files and one for NEO.
- A copy of the complaint will be shared with your child's charter school (specifically the special education director or charter school director).
- The school and/or NEO will complete fact finding. They will propose solutions and consider your proposed solution and respond in writing/vi email.
- If this is a Special Education complaint, Federal law requires that a copy of the complaint be sent to the charter school at the same time it is filed with the Minnesota Department of Education.
- If this is a Special Education complaint, mail the complaint or deliver to: Due Process Supervisor Minnesota Department of Education Division of Compliance and Assistance 1500 Highway 36 W. Roseville, MN 55113-4266 (651)582-8725 (fax).

**IMPORTANT NOTE: NEO MAY ALSO RECEIVE THE ABOVE COMPLAINT INFORMATION VERBALLY AND RECORD THE INFORMATION.**

Adopted: 4/19/15

Revised: 7/01/15

## **NEO POLICY No. 106 TENNESSEN WARNING**

### **I. PURPOSE**

It is the policy of the Board of Novation Education Opportunities (NEO) that collection of personal or confidential data from employees or students at schools that NEO authorizes be obtained in conformance with the requirements of the Minnesota Government Data Practices Act.

### **II. POLICY STATEMENT**

Any individual collecting private or confidential data on behalf of NEO will provide a Tennesen warning that complies with the sample warning to follow, unless applicable law provides an exception to the need to provide this warning.

***Legal Reference:*** Minn. Stat. §13.04 subd. 2 (Tennesen Warning)

**SAMPLE ON NEXT PAGE**

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*This policy does not constitute legal advice; any questions regarding this policy should be directed to your attorney.*

[SAMPLE] TENNESSEN WARNING

TO: \_\_\_\_\_ DATE: \_\_\_\_\_

Dear \_\_\_\_\_, I have been asked by NEO to conduct fact finding into circumstances related to \_\_\_\_\_  
\_\_\_\_\_.

I am required to advise you of the following:

- The purpose and intended use of the data, i.e., why NEO is collecting the data from you, and how NEO plans to use the data;
- Whether you are legally required to provide the data, or may refuse to do so;
- Any consequences known if you provide the asked for data;
- Any consequences known to if you do not provide the asked-for data;
- The identities of other persons or outside entities known to NEO that are authorized by law to have access to the data.

If the data is to be shared with an individual not included in this list, you will be asked to give separate permission to release that data.

The above information has been explained to me and I have been given an opportunity to ask questions:

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

*This policy does not constitute legal advice; any questions regarding this policy should be directed to your attorney.*